

Amendments to the Claims

This listing of claims will replace all prior versions and listings of claims in the above-identified application.

Listing of Claims

1.-38. (Canceled)

39. **(Currently amended)** A database system comprising:

a partitionable database, wherein

the partitionable database is partitioned into a plurality of virtual databases,

each virtual database of the plurality of virtual databases comprises a plurality of files, ~~[[and]]~~

each virtual database of the plurality of virtual databases corresponds to a tenant of the partitionable database, and

~~in such a manner that~~ for each tenant of the partitionable database, a partitioned virtual database for ~~[[a]]~~ the tenant comprises stored files associated with the tenant; and

an access control subsystem, wherein

the access control subsystem is coupled to the virtual databases, ~~[[and]]~~

the access control subsystem is configured to provide access to a user, ~~files in a virtual database of~~

the access provided to the user is to files in a first virtual database,

the first virtual database is among the plurality of virtual databases ~~to a user,~~

the access control subsystem is configured to provide the access to the user
only when the user has access authorization to the first virtual database
from a first tenant corresponding to the first virtual database, ~~wherein~~

the access authorization is based at least in part on the whether the user is in
communication with a customer of the first tenant, a temporary
current status of the user.

the access control subsystem is configured to deny access to at least one other
virtual database when the user has the access authorization to the first
virtual database, and

the at least one other virtual database comprises one or more of the virtual
databases other than the first virtual database.

40. (Previously presented) The database system of claim 39 wherein the virtual databases are disjoint from one another.

41-43. (Canceled)

44. (Currently amended) The database system of claim 39 wherein the access control subsystem is configured to provide access authorization to the user for a particular file in the first virtual database based on initiation of a database call through an associated computer telephony integration (CTI) system by ~~[[a]]~~ the customer of the first tenant ~~who owns the~~ virtual database.

45. (Previously presented) The database system of claim 44 wherein an operator of the partitionable database provides a common call center service to customers of tenants of the partitionable database on behalf of the tenants.

46. (Currently amended) A method comprising:

managing a database system, comprising

granting an access authorization to a user of for one virtual database of a plurality of virtual databases by an owner of the one virtual database, wherein the access authorization is based at least in part on a temporary current role of the user, the database system comprises a partitionable database, wherein

the partitionable database comprises [[the]] a plurality of virtual databases,

each virtual database of the plurality of virtual databases comprises a plurality of files, [[and]]

each [[of the]] virtual database of the plurality of virtual databases has a unique database owner,

the access authorization relates to a first virtual database of the plurality of virtual databases,

the access authorization is based at least in part on whether the user is in communication with a customer of the database owner of the first virtual database; [[and]]

providing to the user access to a file of the files in the [[one]] first virtual database [[after]] while the user has ~~been granted~~ the access authorization; and

denying to the user access to a plurality of excluded files while the user has the access authorization, wherein

the excluded files comprise files in the virtual databases other than the first virtual database.

47. (Currently amended) The ~~database management~~ method of claim 46 wherein the virtual databases are disjoint virtual databases.

48. (Canceled)

49. (Currently amended) The ~~database-management~~ method of claim 46 wherein the user needs an authorization from an owner of a file within the ~~[[one]]~~ first virtual database to access that file, the method comprising:

providing access to the file to the user after the owner of the file grants the authorization to access that file.

50. (Currently amended) The ~~database-management~~ method of claim 49 comprising:

before the providing of the access to the file, receiving access authorization to the file for the user from the owner of the file.

51. (Currently amended) The ~~database-management~~ method of claim 50 wherein the receiving of the access authorization to the file comprises initiation, by ~~[[a]]~~ the customer ~~of the owner of the file~~, of a database call to the user through an associated computer telephony integration (CTI) system.

52. (Currently amended) The ~~database-management~~ method of claim 51 wherein the partitionable database comprises a multi-tenant database having a plurality of tenants, each tenant of the tenants being an owner of a separate virtual database, at least two of the tenants utilizing a common call center service.

53. (Previously presented) The method of claim 46 wherein

the partitionable database stores a plurality of files that are each associated with one of a plurality of unique database owners such that the virtual databases each comprise stored files associated with the corresponding owner of the virtual database.

54. (Previously presented) The method of claim 46 wherein the partitionable database is operated by a database operator on behalf of the owners of the virtual databases as tenants of the partitionable database.

55. (Previously presented) The method of claim 54 wherein each of the tenants lease capacity of the partitionable database from the database operator.

56. **(Currently amended)** The method of claim 46 wherein the granting the access authorization to the user ~~for the one virtual database~~ is initiated by a telephone call from **[[a]]** ~~the customer of an the owner of the one virtual database~~ through a computer telephony integration (CTI) system.
57. **(Currently amended)** The method of claim 56 wherein the user is a representative of an organization providing a service to the owner of the **[[one]] first** virtual database.
58. **(Canceled)**
59. **(Previously presented)** The method of claim 56 wherein the access provided to the user is temporary access limited to a duration of the telephone call.
60. **(Currently amended)** The method of claim 56 wherein the telephone call is made regarding the file, the method comprising:
automatically providing access to the user to other files in the **[[one]] first** virtual database based on the telephone call.
61. **(Previously presented)** The method of claim 56 wherein the computer telephony integration (CTI) system is part of a call center service common to the owners of the virtual databases.
62. **(Previously presented)** The method of claim 56 wherein the providing the access is based at least in part on the user receiving the telephone call via the CTI system.
63. **(Canceled)**

64. (Currently amended) A method comprising:

managing setting access privileges for a multi-tenant database, wherein

the multi-tenant database comprises a partitionable database,

the partitionable database comprises a plurality of virtual databases,

each of the virtual databases has an owner tenant among tenants of the multi-tenant database,

each of the virtual databases comprises multiple associated ~~groups of~~ data

groups, and the managing comprises:

the setting the access privileges for the multi-tenant database comprises

setting access privileges for the ~~groups of~~ data ~~groups~~ in each of the virtual databases ~~based at least in part on the owner tenant of the virtual database;~~ and

for each of multiple requests by a user to ~~one of the groups of~~ data ~~groups~~ in ~~[[one of]]~~ the virtual databases,

determining whether to grant access to the user for ~~[[the]] a~~ requested data group based at least in part on a relationship of the user to ~~[[the]] an~~ owner tenant of the virtual database that comprises the requested data group;

when the relationship of the user to the owner tenant is determined to be an employee relationship, granting access to the user for the requested data group, ~~[[; and]]~~

when the relationship of the user to the owner tenant is not determined to be an employee relationship, granting temporary access to the user for the requested data group only during a time when the user is in communication with a customer of the owner tenant, ~~and is determined to have provided access authorization to the user for that requested data group.~~

when the relationship of the user to the owner tenant is not determined to be an employee relationship, denying access to the user for at least one other data group during the time when the user is in communication with the customer of the owner tenant, and
the at least one other data group comprises one or more of the data groups other than the requested data group.

65. (Currently amended) The method of claim 64 wherein each of the ~~groups of data groups~~ is a file stored in the multi-tenant database.
66. (Canceled)
67. (Currently amended) The method of ~~claim 64~~ ~~claim 66~~ wherein:
 at least a first subset ~~[[some]]~~ of the requests for ~~groups of data groups~~ by users are received for users that are user representatives of ~~[[the]] a~~ database operator; ~~and are~~
each request in the first subset of the requests is based on a contact to a user representative, the users that
the contact is initiated by ~~[[the]] a~~ tenant~~[[s]]~~ that owns a ~~[[the]]~~ virtual database~~[[s]]~~ associated with the requested ~~groups of data group~~, and ~~wherein~~
 the access authorization~~[[s]]~~ for the ~~[[those]]~~ user~~[[s]]~~ representative is ~~[[are]]~~ determined to have been provided by ~~the those owner~~ tenant~~[[s]]~~ based on the ~~initiated~~ contact initiated by ~~[[those]] the~~ tenant~~[[s]]~~.
68. (Canceled)
69. (Canceled)
70. (Canceled)

71. (Currently amended) The method of claim 64 wherein the temporary access granted to the user is limited to a duration of a live verbal communication between the user and the customer of the owner tenant.

72. (Previously presented) The method of claim 64 wherein the temporary access granted to the user is limited to a duration of a telephone call between the user and the customer of the owner tenant.

73. (Currently amended) The database system of claim 39 wherein the access authorization ~~and the temporary current status of the user are~~ is limited to a duration of a live verbal communication between the user and ~~[[a]] the~~ customer of the first tenant ~~corresponding to the virtual database.~~

74. (Currently amended) The ~~database management~~ method of claim 46 wherein the access authorization is ~~user access and the temporary current role of the user are~~ limited to a duration of a live verbal communication between the user and ~~[[a]] the~~ customer ~~of the owner of the one virtual database.~~